

2018

2019

Appendix B

People

Establishment
of required
postsAgree ways of working between ICT
BAU and delivery of the improvement
programme.Integrate Box
office calls into
contact centreRedesign support services &
business transformation phase 1

Develop knowledge base

Digital

Procure digital
platformImplement end to end
digital canvass processDeploy CRM & digital portal for
Council Tax & Benefits serviceDeploy CRM & Customer portal
for regulatory servicesDeploy CRM and Customer
portal for LeisureDevelop CRM and business
system Integration designDeploy CRM & digital portal
for Waste serviceDeploy CRM for Environment
serviceDeploy customer portal for
Environment serviceDeploy customer portal for
Elected Member caseworkDeploy CRM for internal
case management

Applications

Upgrade Council finance system

Replace leaseholder housing module

Contract renewal for HR
and PayrollContract renewal for
construction ERPContract renewal for website
& intranet

Upgrade Venues system

Replace homelessness system

Upgrade income system to comply with PCI-DSS

Replace asset management invoicing system

Contract renewal for Leisure system

Develop intra service application
integrationEnabling
technologyProcure a technology partner for
cloud migration

Establish cloud windows domain & DMZ

Cloud bubble build
& migration of 25%
of applicationsCloud migration of
60% of applicationsReplace Nimble
storage

Retire legacy servers

Implement public access Wi-Fi
across the estate

Implement cloud disaster recovery

Reduce number
of passwords
requiredPilot O365 or
google docsFull roll out O365 /
google docs

Replace networks across the estate

Develop foundations to support
O365/google docs

Outcomes

Enhanced service
levels achieved in
Box OfficeIncreased skills
and knowledge
within ICT team1st end to end
digital services
implementedIncreased ICT
resilience
achievedMore end to end
digital services
availableGreater visibility of
progress with member
caseworkIncreased ICT
resilience and
scalability achievedCyber Essentials
+ achievedEnhanced security levels
achieved

2020

2021 onwards

Appendix B

People

Re-design of Customer Services

Review of generalist / specialist roles & implementation of social media customer services

Re-design support services (2)

Digital

Complete contact unification review

Deploy CRM & digital portal for planning service

Deploy CRM & digital portal for Tenancy Management

Deploy CRM & Customer portal for housing repairs

Deploy CRM and customer portal for housing allocations

Deploy Web chat

Deploy CRM and digital portal for Housing rent

Deploy CRM & customer portal for Venues

Deploy CRM & customer portal for

Implement data analysis and business intelligence

Applications

Contract renewal for Revenues & Benefits

Contract renewal for Democratic services

Contract renewal for Electoral Services

Application and business process continuous improvements are implemented as BAU

Contract renewals implemented as BAU

Contract renewal for planning, building control and legal services

Develop inter service integration design

Enabling technology

Replace telephony across the estate

Retire legacy servers

Cloud migration of 90% of applications

Implement technology refresh as BAU

Outcomes

More end to end digital services available

Increased access channels for our residents

Stable ICT infrastructure

Increased opportunity for career development

Single view of customers

Improved performance measurement

Able to easily use data to drive decision making and support commercialisation

Customers able to access services 24/7

Reduced service demand achieved through self service

Cross council working enabled